

carePAK[®]

Customer Care At Its Finest

Available carePAK	
Model	Item #
Canon CarePAK for model DR-3010C 2 year plan	3395B001AA

carePAK[®]

Customer Care At Its Finest

DR-3010C

Eliminate **unnecessary downtime**

through **Toll-Free Support**

NE-AE-152

For **More Information** Call **1-800-423-2366**
or **Contact Your Reseller/Dealer**

Canon

Canon



The Canon CarePAK® Extended Service Plan has been created for your Canon DR-3010C, so that you can feel confident with your scanner purchase even beyond the Canon warranty period.

Buying a Canon DR-Series Scanner was a very smart choice. These scanners offer the highest levels of performance available on a desktop. Your investment will pay off in efficiency and the satisfaction of high quality images.

What is CarePAK and Why Do You Need It?

To support these products, Canon offers the CarePAK Extended Service Plan for your DR-Series Scanner.

This program entitles the owner to all of the benefits of the Advanced Exchange Program:

- *The Advanced Exchange Program is a convenient way for you to obtain a replacement Canon scanner when it requires service – before sending it back to Canon for repair.*
- *Enables you to minimize your downtime by having the defective product exchanged for a comparable refurbished product usually by the next business day (two business days for Alaska and Hawaii).*

The CarePAK comprehensive service package goes into effect on the day the original scanner limited warranty expires. Once your replacement scanner arrives, simply place the defective scanner in the empty case and send it to us. See the back panel for item numbers.

Activation of your CarePAK

In order to activate the CarePAK Extended Service Plan, you must register on-line at www.carepak.canon.com/register. When prompted, type in the registration number from the back of the CarePAK registration card (scratch-off to reveal number). Canon U.S.A. will then send you a Plan Certificate which identifies your scanner by model and serial number. Once you receive this document, you are under the complete care of the CarePAK Extended Service Plan, and can rest assured that your product will be fully covered.

Technical Assistance through the Help Desk

Canon Information Technology Systems (CITS) is responsible for providing you with state-of-the-art technical support via telephone.

The expertise of our technical personnel will serve to assist you with your problem and make every attempt at a resolution.

The Help Desk is at your disposal Monday through Friday 8 a.m. – 8 p.m. (EST).



An unopened CarePAK Extended Service Plan package can be returned to your reseller for a refund.

CarePAK Service Coverage is subject to certain rules and limitations. Please refer to the CarePAK terms and conditions for full details. Prices and program specifics are subject to change without notice.

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Currently, this program is only available in the U.S.A.